

Electric Choice Supplier Handbook
Chapter 9: Termination of Electric Choice and Return to Full Service

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9.0 Termination of Electric Choice and Return to Full Service

The Detroit Edison Electric Choice Program provides procedures for termination of various agreements made between the parties. Termination of an agreement and the customer's participation may be initiated by:

- The AES
- The Customer
- Detroit Edison

This chapter describes the various scenarios and processes that may initiate termination of the electric choice relationships and return the customer to Full Service. In all cases, the customer receives written notification of pending return to Detroit Edison Full Service. See Appendix D.10, Customer Notification of Drop.

9.1 Return to Full Service initiated by the AES

The AES may initiate termination of its electric choice relationship with a customer by submitting a Customer Enrollment Order-Cancel or Drop (as described in Chapter 2). Upon receipt of this request, Detroit Edison will initiate the appropriate processes and notifications to return the customer to Detroit Edison Full Service.

Detroit Edison will send the customer written notice advising of the AES's intention to terminate electric choice. The customer will be assessed a \$5 switching fee. The switch date will be established in accordance with the next scheduled meter read date as described in Chapter 2.

The specific reason(s) the AES initiates termination are between the AES and the customer. Should this action become subject to dispute resolution, as described in Chapter 10, Detroit Edison will have no duty or obligation to resolve subsequent complaints or disputes between the AES and customer.

9.2 Return to Full Service Initiated by the Customer

A customer may elect to exercise its right to no longer participate in electric choice by terminating its relationship with an AES. This notification may be initiated by either written request or by calling the Electric Choice Customer Support Center at 888.235.3535. In such cases, Detroit Edison will request positive identification from the customer prior to initiating a termination.

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Detroit Edison will initiate termination by issuing a “Drop” Customer Enrollment Order; the respective AES will receive an electronic notification of the drop with the scheduled switch date, and the customer will receive written notification of the drop and switch date. The customer will return to Detroit Edison full service on the next scheduled meter read date, and will be assessed a \$5 switching fee.

The customer may also contact its respective AES and request electric choice termination. The AES, in turn, submits a drop transaction; the customer is returned to full service at the next scheduled meter read date and is assessed the \$5 switching fee.

In some instances, the customer’s request or notification are the result of physical relocation outside the Detroit Edison service territory or any other circumstance resulting in a physical disconnect of distribution service. Under these scenarios, the termination date will be set to the customer-requested disconnect date with no switching fee applied.

9.2.1 Customer Notice of Intent to Return to Full Service

Non-residential and Primary customers must provide Detroit Edison with written Notice of Intent to Return to Full Service no later than December 1st if the customer will be taking Full Service during the following summer. If the customer does not provide such notice and then takes Full Service during the following summer, the customer may be subject to additional Market Priced Power charges, as specified in Section E5 Term, Commencement of Service and Return to Full Service of the Retail Access Service Rider, Section E5.3

On receipt of a valid notice form, Detroit Edison will initiate termination by issuing a “Future Drop” order, and the respective AES will receive an electronic notification of the Future Drop and the intended month of return. The customer will return to Detroit Edison Full Service on the scheduled meter read date of the specified month, and will be assessed a \$5 switching fee.

Future Drops are processed only between October 1 and December 1 each year. The Drop Reason Code will display “DCRTS,” drop by customer, return to Full Service. Customers who provide a Return Notice, and return from Electric Choice to Detroit Edison Full Service rates are required to stay on Full Service rates for one year. Customers who elect to return to Electric Choice prior to the one-year requirement will have their enrollment with an Alternative Electric Supplier (AES) rejected.

Residential customers are not required to give notice for the following summer. However, on return to Full Service, they are required to stay on Full Service rates for one year.

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9.2.2 Customer Notice of Intent to Return to Full Service—Customer Notification

Detroit Edison notifies all enrolled Electric Choice Customers about the December 1 notice deadline for the following summer. A standard notification package is mailed by October 1 each year to all active Electric Choice customers. The letter explains the December 1 deadline and return pricing implications. A courtesy copy of this annual notification is provided to each AES.

9.3 Return to Full Service Initiated by Detroit Edison

Detroit Edison may terminate an electric choice service relationship between a customer and an AES under the following circumstances:

- The AES has been decertified by the MPSC.
- The AES or its marketer has defaulted under the terms of its respective contractual agreements with Detroit Edison.
- The customer fails to meet its electric choice requirements and obligations as set forth in the Detroit Edison Retail Access Service Rider (RASR) If the termination is due to non-payment of a Detroit Edison bill, the customer is subject to appropriate deposit or reconnect fees (if service was disconnected) or both, as outlined in section 460.2131 through 460.2136 of the MPSC billing rules.

In the aforementioned circumstances, Detroit Edison will notify the customer and AES of the termination. Any dispute arising from the involuntary change of service may become subject to the dispute resolution process described in Chapter 10. In the first and second circumstances, the customer will return to full service with no switching fee assessed, and remain eligible for electric choice participation with another qualified AES. Market Priced Power charges may apply for the first 60 days on Full Service.

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9.4 Return to Full Service

Subject to the notice provisions of RASR Section 5.3A, Customers that discontinue retail access service may return to Detroit Edison Full Service via “Normal Drop” (without giving notice for summer) under the following conditions:

- i. Option 1—12-month Service Commitment
- ii. Option 2—Short-Term Service

These return options are identified in the Drop Notification letter, and the customer is asked to make a selection.